



1290 East Elm Street, Ontario, CA 91761 USA  
 FAX: 909-292-2545 | email: RMA@soyo.com | http://www.soyo.com

RMA No. \_\_\_\_\_

RMA # not valid after three week from Date of Issue

Date of Request: \_\_\_\_\_

Date of Issue: \_\_\_\_\_

## RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

**Instruction:**

- Fill out form completely and return via email or fax to our RMA Dept. at (909) 292 2545
- We will send you the RMA # issued via fax with two (2) working days of your request
- No RMA number will be issued if any information is missing or incorrect

**Please print legibly the following:**

CUSTOMER NAME: \_\_\_\_\_

SHIPPING ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ TEL: \_\_\_\_\_ FAX: \_\_\_\_\_

No.	Model #	QTY	Invoice #	Inv. Date	Serial Number	Problem Description
1						
2						
3						
4						
5						
6						
7						
8						

**IMPORTANT:**

- Tag each defective item with a description of problem
- RMA number must be clearly marked on the outside of the packaging with the returning merchandise
- **When returning, please send in all accessories**, eg. remote, cables, manuals, and other accessories for exchange return. We might charge any missing accessories
- Product malfunction due to physical damage, abuse, and/or misuse voids all warranties
- Any repairs for physical damaged item(s) will be charged to customer.

**RMA #:**

- "CR..." is for Credit; "Ex..." is for service/repair.
- Any RMA request **requires** this form. Any other form will be rejected.
- All field are required to be filled up to its completion.